



**State CIO
Agency IT Plans
2007 – 2009 Biennium**

Agency IT Plans

NC Department of Justice

October 2, 2006

Revision History

<i>Document History</i>			
<i>Version #</i>	<i>Date</i>	<i>Author</i>	<i>Reason for Change</i>
Draft 1.0	9/22/06	G.Fenton	First beta draft for review.
Draft 1.1	9/24/06	G.Fenton	Project list and mission statement from CIO.
Draft 2	9/27/06	G.Fenton	From IT management meeting.
Draft 2.1	9/27/06	G.Fenton	Further edits in Chapter 4 and list of divisions/groups. Input from the APM review meeting.
Draft 2.2	9/28/06	G.Fenton	Divisions listing updated.
1.0	10/2/06	G.Fenton	Accepted version per Nels Roseland and Nancy Lowe.

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NCDOJ Agency IT Plans

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Chapter 1 - Departmental/Agency Strategic Business Initiatives and Major Business Requirements

MISSION STATEMENT

To protect the citizens of North Carolina by providing legal representation and advice to all state government departments, agencies and commissions. The Attorney General also provides legal opinions at the request of other public officials and handles all criminal appeals from state trial courts. When public interests are at stake, the Attorney General can take legal action on behalf of the State and its citizens.

In addition, NC Department of Justice (DOJ) provides the computer infrastructure for the mission critical environment supporting law enforcement and criminal justice users throughout the state of North Carolina and provides the link to the FBI, to the National Crime Information Center and to the other 50 states thru the National Law Enforcement Telecommunication System. The State Automated Fingerprint Identification System is a key part of the North Carolina Criminal Histories that are maintained by DOJ and provided to the Federal Bureau of Investigations (FBI) and to the other 50 states.

OVERVIEW OF STRATEGIC BUSINESS INITIATIVES AND BUSINESS REQUIREMENTS

Through the Consumer Protection Division, the Attorney General works to educate North Carolina consumers and protect them from frauds and scams. The Victims and Citizens Services Section also works to protect the rights of victims and help citizens better understand the criminal justice system.

In addition to legal services, the Department of Justice provides assistance to law enforcement agencies across North Carolina. The State Bureau of Investigation works with local law enforcement to investigate crimes. The North Carolina Justice Academy provides training for local, municipal, and state law enforcement officers. The Department of Justice also oversees standards for officers through the Sheriffs' Standards Training Commission and the Criminal Justice Training and Standards Commission. In addition, the Department oversees standards for private security, private investigators and other related professions through the Private Protective Services Board as well as burglar alarm businesses through the Alarm Systems Licensing Board.

IT DIVISION MISSION STATEMENT

The mission of the Information Technology Division in the Department of Justice is to provide the infrastructure and support necessary to maintain critical communications paths for the DOJ and law enforcement agencies state-wide. In addition, the division provides services needed to build, support, and maintain applications for Legal Services, the State Bureau of Investigation, Human

Resources, and Training and Standards as well as all other initiatives brought forth by the Attorney General which need IT intervention.

Since 9/11 (2001), laws have been changing in a more rapid basis. These changes cannot necessarily be forecasted in a five-year plan; therefore ITD has to maintain vigilance in addressing DOJ business needs in a proactive manner by soliciting input from DOJ managers. These are requested on an annual basis and formulated into projects as required to support the DOJ business. In addition, preserving currency in information technology, including skill set updates, is a central on-going requirement to ensure ITD becomes an active catalyst for change and a direct contributor to DOJ's mission accomplishments.

SUPPLEMENTAL INFORMATION

The following divisions are supported by ITD:

- | | |
|-------------------------------|--------------------------------------|
| 1. Administrative Legal | 12. Information Technology |
| 2. Civil | 13. Law Enforcement and Prosecutions |
| 3. Consumer Protection | 14. NC Justice Academy |
| 4. Crime Lab | 15. Private Protective Services |
| 5. Criminal | 16. Professional Standards |
| 6. Criminal Justice Standards | 17. SBI Administrative |
| 7. Environmental | 18. Sheriffs Standards |
| 8. Executive | 19. Special Litigation |
| 9. Field Operations | 20. Special Operations |
| 10. Financial | 21. Victim's & Citizen's Services |
| 11. Human Resources | |

Some of the legislative, commission, legal, interagency agreements, and mandates being supported by ITD are:

- Sex Offender Registration (SOR)
- Traffic Stops
- Concealed Handgun Permit (CHP)
- CCH
- Criminal Justice (CJ) and Sheriff Standards

Chapter 2 - Requirements for Transitioning Existing IT Activities/Resources

Current projects

NCDOJ DIVISION	PROJECT
AG Administration/Financial Services	Asset Tracking
AG Administration/HR	DOJ Website upgrade
AG Administration/HR	HR website
ITD	Disaster Recovery/MCNC Setup
ITD	Gang-Net: Setup server and plan for implementation
ITD	Migration off old servers
ITD	Moving the Data Center and ITD to SBI Campus
ITD	Network project
ITD	Novell migration to Microsoft Windows 2003
ITD	Planning for implementation of SharePoint collaboration solution
ITD	Rollout of PCs to field
Legal	Collection system (.NET)
Legal	Consumer Protection mail merge enhancement
Legal	Development of Case Management System
Legal	Full Authority upgrade
Legal	Medicaid Investigations Unit/Section imaging
Legal	Tort claims
Legal	Upgrade to WordPerfect X3
SBI	CHP conversion to .NET
SBI	CRMS imaging
SBI	Intel/Hummingbird Upgrade
SBI	LIMS implementation
SBI	Mapper upgrade
SBI	Pseudophedrine database in .NET (GCC grant)
SBI	State Automated Fingerprint Identification System (SAFIS) implementation
SBI	Sex Offender Registration (SOR)
SBI	Tracking and Billing Database (.NET)
SBI	Traffic stops conversion to .NET
Training & Standards	Feasibility Study of Wireless Campus and Mobile Access
Training & Standards	Learning Management System
Training & Standards	Private Protective Services Badge Printer Replacement
Training & Standards	SSN Replacement/Database Conversion

Applications

See Applications Portfolio Management (APM) for list of applications.

The following are clarifications on the APM submissions:

- “Application scope” did not have any definitions for the following: process control, common services, desktop, core business, so the categorization was achieved using understanding of ITS service offerings and “common services” definition.
- “Application Risk” and “Operational Performance” were completed by the NCDOJ business users.
- Law enforcement applications identified in the APM are not viable to consolidate due to the nature of law enforcement and justice businesses.

Infrastructure assets

- Expand the Storage Area Network (SAN) to accommodate servers not currently on the SAN.
- Expand the new NCDOJ Data Center at the SBI Campus to join two buildings into a single building.
- Install additional fiber optics networking for SBI campus buildings.
- Install and configure mirrored view for disaster recovery.
- Refresh PC workstations throughout the 5-year time period.

Operations/IT management

- Complete mirrored disaster recovery configuration with MCNC.
- Update IT disaster recovery planning procedures to include MCNC and to an alternate Data Center location which is at least 100 miles radius from Raleigh NC.
- Continue to support NCDOJ Business Continuity Planning efforts.
- Formalize project management processes, which include vendor management in relation to projects.
- Rescheduling and planning for ITIL implementation in ITD.
- Formalize Systems/Software Development Life Cycle (SDLC) structure in NCDOJ/ITD, including SDLC tool acquisition.
- Formalize Quality Assurance (QA) and Testing structure in NCDOJ/ITD.
- Update information security to support applications and web intrusion prevention/detection.
- Continue SharePoint collaboration solution.

Human resources

- Application Development: ASP.NET, Biztalk, and C# training.
- QA, Business Analyst, and Testing training.
- Database Administration (DBA): Oracle and Microsoft SQL Server 2005 training.
- Server Management: Windows 2003, Unix (Solaris), and SharePoint training.
- Information Security: Application-level intrusion prevention/detection training.
- Helpdesk: Helpdesk operations and management training.
- Additional IT support positions to be requested:
 - Expanded SOR implementation: Two positions required (Developer and Business Analyst).
 - DBA, QA, and Application Development: Architect.
 - ITD: Technical Writer to support documentation of both IT processes and technical procedures.
- Additional training and positions not stated above may be required as future legislative mandates and business requirements are established for current ITD operations and management.

Chapter 3 - IT Specific Economic-Driven Requirements or Opportunities

The adoption and formalization of SDLC, project management, and test tool automation will provide across-the-board opportunities to reduce costs of IT through efficiencies and continuous improvement campaigns. This will require dedication and support from not only ITD staff and management, but also ITS since majority of the IT policies and standards are enforced by ITS.

Chapter 4 - IT Initiatives Developed From and Aligning With Plan Drivers

PROJECT OR INITIATIVE NAME & DESCRIPTION	MAJOR OBJECTIVES & BENEFITS	TIMEFRAME	RELATIONSHIP WITH OTHER AGENCY PROJECTS/ INITIATIVES	RELATIONSHIP WITH STATEWIDE PROJECTS/ INITIATIVES	ORDER OF MAGNITUDE COSTS (-50% to +50% of actual) ¹
CRMS Application and Database Update – convert from VB to .NET	Being consistent with the NCDOJ ITD standards for development, maintenance, and support.	To be determined (TBD)	All projects listed are based on existing applications already in production use in NCDOJ.	All projects are required to manage legacy (existing) applications.	TBD
Migrate Microsoft Access databases and applications to .NET – involves approximately 67 applications					
Migrate PowerBuilder applications to .NET – involves 4 applications					
Migration of Mapper to .NET – involves about 15 applications					

¹ Per OSBM “definition” for PPM Stage 1.

PROJECT OR INITIATIVE NAME & DESCRIPTION	MAJOR OBJECTIVES & BENEFITS	TIMEFRAME	RELATIONSHIP WITH OTHER AGENCY PROJECTS/ INITIATIVES	RELATIONSHIP WITH STATEWIDE PROJECTS/ INITIATIVES	ORDER OF MAGNITUDE COSTS (-50% to +50% of actual) ¹
SBI User conference On-line Registration	Supports SBI business requirements.				
Upgrade (or buy) Training Application (SBI and HR) from Mapper to .NET	Being consistent with the NCDOJ ITD standards for development, maintenance, and support.				
Upgrade current NC Justice Academy registration application to web-based interface	Being consistent with the NCDOJ ITD standards for development, maintenance, and support.				